



California Public Utilities Commission
Telecommunications Consumer Protection Initiative
Meeting on Language Access Issues

July 26, 2006 – 10:00 am to 12:00 pm
Asian Pacific American Legal Center
1145 Wilshire Blvd., 2nd Floor - Los Angeles, CA 90017

Teleconference Access Call-In Number 888-677-1827 passcode: 72606

10:00 am to 10:10 am	Introductions/Opening Remarks	Commission Staff
10:10 am to 10:20 am	Overview of Language-Based Services and Activities of Telco Carriers	TBD
10:20 am to 10:30 am	Overview of Language-Based Services and Activities of CBOs	TBD
10:30 am to 10:40 am	Expectations and Ground Rules for Discussion/Presentation Portion of the Meeting	Commission Staff
10:40 am to 11:50 am	Discussion and Presentations by Community and Public Participants <ul style="list-style-type: none">➤ Challenges faced by non-English speaking and limited-English proficient consumers➤ Trends and/or patterns related to these challenges➤ Data sources related to these challenges➤ Suggested solutions to these challenges	
11:50 am to 12:00 pm	Closing Remarks by PUC and Latino Issues Forum	Commission and LIF Staff

